

Dabra by SAP Privacy Statement

Protecting the individual's privacy on the Internet is crucial to the future of Internet-based business and the move toward a true Internet economy. We have created this privacy statement to demonstrate our firm commitment to the individual's right to privacy. This Privacy Statement outlines our personal information handling practices for the Dabra by SAP service (the "Service"). The data for the Service is is SAP America Inc., 3999 West Chester Pike, Newtown Square, PA 19073, United States ("SAP"), with its data protection officer Mathias Cellarius (privacy@sap.com).

General information

Global Privacy Fundamentals

Our privacy practices reflect current global principles and standards on handling personal information. These principles include notice of data use, choice of data use, data access, data integrity, security, onward transfer, and enforcement/oversight. We abide by the privacy laws in the countries where we do business.

When does this Privacy Statement apply?

This Privacy Statement covers this Service and other sites that reference this Privacy Statement. Some SAP entities, programs and/or sites may have their own, possibly different, privacy statements. We encourage you to read the privacy statements of each of the SAP websites or program information you visit or review.

Even if you are not a user of this Service, some information may be gathered about you by virtue of your interaction with a user of the Service. Please see "Non-Users Interacting with Dabra Users" for more details.

What does SAP do with my personal data?

SAP collects and uses your data to provide you the Service {link}, to improve our products and services and make related offers to you {link} and for other administrative purposes {link}. You can find detailed information in the "Personal Data Collected and Purposes" below.

Why am I required to provide personal data? Any provision of personal data is voluntary. However, without providing certain personal data, you will not be able to use the service.

Personal Data Collected and Purposes

SAP collects certain information which can directly or indirectly identify you ("Personal Data") to deliver the service, understand your needs and interests and help SAP deliver a consistent and personalized experience. We will use such information only as described in this Privacy Statement and/or in the way we specify at the time of collection. We will not subsequently change the way your personal data is used without your consent, as required by applicable law. We will exclusively use your Personal Data for the following purposes:

- **Processing for the fulfillment of the contract.** SAP requires your first name, last name and email Address to deliver the Service to you, including allowing you to create personal profile areas, view protected content, provide feedback and receive support, including communicating with you via email. Depending on the integrations you use, we may also require user information to other sites where the Service can be integrated For instance, if

you use the Service with Slack, we require your Slack ID, workspace ID and enterprise grid ID to connect the Service. SAP's use of this information is based on the permission set out in applicable data protection laws to process personal data for the purpose of performing contractual obligations with customers

- **Processing to create a better experience, improve our product, etc.:** We process the following information based on our legitimate interest to properly conduct its business and thereby fulfill its business purposes, in particular:
 - Transfer your Personal Data within SAP's group of undertakings to the extent necessary for internal administrative purposes;
 - Prevent or prosecute criminal activities such as fraud, if required.
 - Invite you to participate in additional questionnaires and surveys. These questionnaires and surveys will be generally designed in a way that they can be answered without any Personal Data. If you nonetheless enter Personal Data in a questionnaire or survey, SAP may use such Personal Data to improve its products and services.
 - Automated Tools. In addition to your Personal Data, we may collect other information about your use of our Service through automated tools, which include Web beacons, cookies, embedded Web links, and other commonly used information-gathering tools. These tools collect certain standard information that your browser sends to our website such as your browser type and language, access times, and the address of the website from which you arrived at an SAP website. We use this information ("Automated Tools Data") in order to:
 - tailor information about our products and services to your individual interests and preferences. For example, it allows us to provide you with specific information on products and services that may be of interest.
 - help diagnose problems, to administer our website, and to gather demographic information.
 - help determine which pages on our sites are being visited and parts the Service are being used and topics that may be of interest so we can provide you with information about relevant products and services.
 - create anonymized data sets, which will then be used to improve SAP's and its affiliates' products and services

You can at any time object against SAP's use of your Personal Data for this purpose by sending an email to [please add email address]. In this case, SAP will carefully review any such objection and cease further use of the relevant information, unless SAP can claim compelling legitimate grounds for the use of the information, which override your interest in objecting or if SAP requires the information for the establishment, exercise or defense of legal claims.
- **Processing based on your consent.** In the following cases SAP will only use your Personal Data as further detailed below after you have granted your prior consent into the relevant processing operations.
 - News about SAP's Products and Services. Subject to a respective provision and your consent, SAP may use your name, email and postal address, telephone number, job title and basic information about your employer (name, address, and industry) as well as an interaction profile based on prior interactions with SAP (prior purchases, participation in webinars, seminars, or events or the use of (web) services - further details on this topic can be found in the displayed on the relevant SAP website) in order to keep you up to date on the latest product announcements, software updates, software upgrades, special offers, and other information about SAP's software and services (including marketing-related newsletters) as well as events of SAP and in order to display relevant content on SAP's websites. In connection with these marketing-related activities, SAP may provide a hashed user ID to third party operated social networks or other web offerings (such as Twitter, LinkedIn, Facebook, Instagram or Google) where this

information is then matched against the social networks' data or the web offerings' own data bases in order to display to you more relevant information.

- Creating personality-based user profiles. The Service offers you the option to answer personality/behavior-based as well as task-related questions which are used to make personalized recommendations. Profiles of users of the Service ("Dabra Users") provide the option to display personal information about you to other eligible Dabra Users, including but not limited to your name, photo, social media accounts, postal or email address, or both, telephone number, personal interests, information about your personality, skills, and basic information about your company. The information will be only shared to other Dabra Users upon your approval within the Service.
- Personalized usage information. We may also use your Personal Data, in combination with Automated Tools Data, in order to understand how you use our Service and provide you with updates, offers or information tailored to your use of the Service.

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For processing based on consent, you may at any time withdraw a consent granted hereunder. If you withdraw your consent, SAP will not process Personal Data subject to this consent any longer unless legally required to do so. In case SAP is required to retain your Personal Data for legal reasons your Personal Data will be restricted from further processing and only retained for the term required by law. However, any withdrawal has no effect on past processing of personal data by SAP up to the point in time of your withdrawal. Furthermore, if your use of an SAP offering requires your prior consent, SAP will not be (any longer) able to provide the relevant service (or services, if you revoke the consent for SAP to use your profile under the SAP Cloud Platform Identity Authentication Service for multiple SAP offerings), offer or event to you after your revocation. Please direct any such request for withdrawal to privacy@dabra.ai.

Furthermore, you can request from SAP that SAP restricts your Personal Data from any further processing in any of the following events: (i) you state that the Personal Data SAP has about you is incorrect, (but only for as long as SAP requires to check the accuracy of the relevant Personal Data), (ii) there is no legal basis for SAP processing your Personal Data and you demand that SAP restricts your Personal Data from further processing, (iii) SAP no longer requires your Personal Data but you claim that you require SAP to retain such data in order to claim or exercise legal rights or to defend against third party claims or (iv) in case you object to the processing of your Personal Data by SAP (based on SAP's legitimate interest as further set out in Section B. below) for as long as it is required to review as to whether SAP has a prevailing interest or legal obligation in processing your Personal Data.

Duration of Storage.

SAP will only store your Personal Data for the following periods as applicable:

- for Personal Data required to deliver the Service, for as long as it is required to allow you to participate in the Service;
- where SAP's use of your Personal Data is based on SAP's legitimate business interest as further stated herein, either until your participation has ended or until you object against such use by SAP; and
- where the processing of your Personal Data is based on your consent either until your participation has ended or until you revoke your consent granted hereunder;
- plus, in each case and where applicable, any additional periods under applicable laws during which SAP has to retain your Personal Data.

Please direct any such objections to privacy@dabra.ai. Kindly note that in this case the use of certain services or offerings may either be limited or not possible any longer. In case there is a contradicting statutory obligation for SAP to retain your Personal Data, SAP will block it against further processing and then delete the relevant Personal Data when the requirement to retain it has ceased.

Sharing Your Personal Data

SAP will not send your personal data outside the SAP Group except to the recipients listed below, unless we are otherwise required to do so by applicable laws.

The following categories of recipients may receive personal data:

- Service Providers, who help SAP provide the Service;
- Analytics tools providers, as and to the extent described below in “Analytics.”
 - Google Analytics. This website makes use of Google Analytics. You can see more information about how Google uses your data and opt-out options by visiting www.google.com/policies/privacy/partners/.
- Other SAP Group Companies

In addition, the Service shares information about your preferences with other people using the service – subject to your consent when using the Service.

The Service integrates with Google APIs to send and receive information from Google Calendar or Gmail, for example, in order to create an appointment, you have agreed on in email with a Dabra User. If you are a Dabra User, you agree that the Service may send information to Google Calendar or Gmail. You must have your own account with Google to make use of this Service, and any information that you share with Google will be subject to Google’s terms and privacy statement.

Non-Users Interacting with Dabra Users

If you are not a user of the Service, we may receive information from you because you have interacted with a user of our Service. For instance, we may receive your email address when a user employs the Service during an email conversation. You may also receive calendar invites generated by the Service when a user schedules a meeting with you.

Country-Specific Disclosures

United States.

California Do Not Track Disclosure

We use cookies to deliver personalized content, to save you having to re-enter your password repeatedly, to keep track of your shopping cart, and to tailor our information offerings to how you and others use the site. Cookies are identifiers that can be sent from a site via your browser to be placed on your computer's hard drive. Thereafter when you visit a site, a message is sent back to the web server by the browser accessing the site. Your browser may allow you to set a “Do not track” preference, which tells sites you visit that you do not want these messages to be submitted. Our site does not honor “Do not track” requests, but you may elect not to accept cookies by changing the designated settings on your web browser. However, not utilizing cookies may prevent you from using certain functions

and features of our site. This site does not allow third parties to gather information about you over time and across sites.

Children's Privacy

We do not intend for our websites or online services to be used by anyone under the age of 13. If you are a parent or guardian and believe we may have collected information about a child, please contact us as described in this Privacy Statement.

Updated: October 22, 2018